



Grantees interested in participating in training workshops and follow-up onsite help may contact Audrey Smolkin ([asmolkin@hrsa.gov](mailto:asmolkin@hrsa.gov)) for referrals and further information.

February 20, 2001

## **TOUR OF MILWAUKEE COUNTY HEALTH PROGRAM INFORMATION SYSTEM**

### **Background and History of Program:**

The County of Milwaukee County Health Program is a General Assistance Medical Program (GAMP), which last year served approximately 20,700 approved participants. Speakers Joseph Cooper and Bijoy Nair of the County Health Program demonstrated their information system to CAP grantees in a technical assistance call on February 20, 2001.

The system used by Milwaukee County was developed in 1998 as a collaborative effort between five (5) Federally Qualified Health Centers (FQHC) and eleven (11) hospitals and other private medical providers in Milwaukee County who sought to create a system to facilitate processing indigent individuals to receive medical care. System development took at approximately a year with 2 consulting staff working on the prototype. With annual updates, the estimated annual cost of running the system is approximately \$250,000.

Developed with the capability of tracking internal demographics, the main function of this system is to offer all related medical providers information about the status of clients in the program. For example, if a client has been removed from the program, the system will explain the reason for disqualification.

### **Hardware and Software**

Developed using the Oracle Form tool, the system uses Oracle software, a database, and an application server running on Windows NT 4.0. A web server, which is run separately from the database server, runs on HP4 with 1GB of RAM and an 18GB hard drive.

### **The System**

The two major functions of the system are verification of the client's qualification for the program and dates of eligibility for services. Each user is assigned a role that defines which information and options are can be accessed. These roles include: health care provider, selected administrative personnel, and specialist -- a county employee with the specific job function of accepting applications, interviewing clients, and determining eligibility for the program.

The GAMP database has a Soundex function that can search all the names that sound like the name entered, making the exact spelling of the name unnecessary. This function serves to avoid confusion due to typographical errors and to minimize duplicate entries in the database.

The data seen by clinics and medical providers is limited to the client's name, eligibility/dates of coverage, and, if ineligible, reasons for ineligibility. For purposes of this demonstration, all conference call participants logged-in as county workers interested in reviewing applications.

The application allows users to check client addresses and delete or restore relevant information as appropriate through the use of an "Action" button that features 5 options:

- ◆ Add a new family
- ◆ Send to Wisconsin Physician Insurance (The claims processor)
- ◆ Terminate segment
- ◆ Edit segment
- ◆ Close

Only county personnel authorized to change information can access the Edit function. Within each option are additional tools. For example, a "Comments" button changes color from gray to green to flag comments, allowing users to see when a comment was entered and by whom. A family detail "Go" flags additional information. A lightning button next to the Social Security Number (SSN) generates a number that will not duplicate when a patient does not have a social security number. The SSN is the unique identifier in 99% of cases. In most cases, the SSN and the billing number are the same.

Other features include a "Latest status" section that allows efficient updating and a flag that turns red if a client exceeds income limits; clicking on the flag provides the amount by which limits are exceeded. An "Edit" function brings up the current segment for updating and "Approve family" or "Deny family" functions approves or denies all family members in cases where coverage is the same for each family member. "Quick Approve/ Deny/ Pending/ Terminate" features are used to input or update information for one member at a time.

Multiple safeguards exist in the system, such as providing a section for an applicant's photograph, to protect the eligibility of each client and enable participating health care providers to deliver services in an efficient, timely and cost-effective manner.

To receive a CD, handbook, or screenshots of the system, send an email directly to Bijoy Nair at [bijoy@yahoo.com](mailto:bijoy@yahoo.com)

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## TOUR OF MILWAUKEE COUNTY HEALTH PROGRAM INFORMATION SYSTEM CALL PARTICIPANTS:

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